

Complaints Policy

Version 1.0 · Effective September 2026 · Next review September 2027

Policy statement

Masar University recognises the importance of learner complaints and welcomes them as a valuable form of feedback about its services. We are committed to using the information we receive to drive improvements.

This procedure sets out how Masar University deals with complaints and what you, as a learner, can expect when you make a complaint about a service.

Scope

This policy applies to learners enrolled on CPD courses and professional training delivered by Masar University. Degree programmes are governed by the University's academic regulations.

It covers all of the University's services for these learners, including the learning platform (Moodle, lms.masaruni.ae), the student information system (mysis.masaruni.ae), live online sessions and communication with University staff.

What is a complaint?

A complaint is an expression of a grievance, problem, difficulty or concern. It is a way of letting us know that you are not happy with a particular service. A complaint may be about delay, lack of response, discourtesy, failure to consult, or the standard of service you have received.

Please let us know if:

- you think we have done something wrong;
- we have not done something that we said we would do;
- you are not satisfied with a particular service or set of services that we provide.

If your complaint concerns an assessment decision, please follow the Appeals Policy instead.

Confidentiality and anonymous complaints

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that all complaints are treated in the strictest confidence, that making a complaint will not affect the way you are

treated or assessed, and that it is your right to complain.

You may make a complaint anonymously. However, if you do not give us a name and contact details, we will not be able to tell you the outcome of our investigation.

How to make a complaint

You can make a complaint:

- by email to info@masaruni.ae, with "Complaint" in the subject line; or
- if you have a student account, by opening a support ticket in the student information system (mysis.masaruni.ae).

Please include your name and contact details, the course you are enrolled on, what happened, when and who was involved, any supporting evidence (for example screenshots or emails), and the outcome you are seeking.

Procedure

Stage 1: Informal resolution

In the first instance, the complaint should be discussed with the staff member concerned (for example, your tutor) so that it can be resolved quickly. We encourage you to do this as soon as possible, ideally within 48 hours of the incident, while the details are fresh. If a resolution is agreed, the staff member records the complaint and the agreed resolution and sends the record to the Student Affairs Department by the end of the next working day. No further action is then needed.

Stage 2: Formal complaint

If you do not feel able to discuss the complaint with the staff member concerned, or if Stage 1 does not resolve it, the complaint should be referred to the Head of Student Affairs using the contact details in this policy, ideally within 48 hours of the incident or of the Stage 1 discussion. The Head of Student Affairs will:

1. record the nature of the complaint and inform the President of the University of it within 7 days;
2. bring the complaint to the attention of the staff member concerned and discuss it with them within 48 hours of receiving it;
3. contact you with a view to resolving the complaint;
4. if a resolution cannot be found, arrange an online meeting with all relevant parties and agree a resolution within 30 days of receiving the complaint.

The outcome will be confirmed to you in writing by email.

Stage 3: Final review

If you remain dissatisfied with the outcome of Stage 2, you may ask in writing, within 10 working days of receiving it, for the complaint to be reviewed by the President of the University. The President's decision is final and concludes the University's internal procedure.

Records and monitoring

The Student Affairs Department keeps a record of all complaints, the actions taken and their outcomes, and makes these records available on request to those entitled to see them, for example for quality review. All complaints are regarded as confidential and are discussed only with the parties involved. Complaint records are kept for three years and are reviewed regularly to identify improvements to our services.

Contact

Email: info@masaruni.ae

Telephone: +966 56 546 5105

Approved by: Dr. Mahmoud Elgindy

Chairman of the Board and Chief Executive Officer, Masar University

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